

6.12.8 FNS Minneapolis Computer Support Center Transmission

The Contractor shall transfer ACH data containing daily redemption activity of each retailer to the FNS Minneapolis Computer Support Center at least once a week.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.13 Reporting

The Contractor shall accommodate the informational needs of the State, counties and FNS. This information shall be provided electronically (via administrative terminals or batch files) or through other media that is mutually agreed upon. Electronic reports may be required as print files, data (or flat) files, or both. The Contractor will provide the capability for most reports to be available on-line. The Contractor may also explore alternative methods such as Internet access.

The Contractor shall provide report training and report manuals for State and county staff prior to EBT operations.

The reporting system shall produce information at the program, local office, and county summary levels. Settlement and reconciliation reports shall be consolidated at the State level by program. The Contractor will be responsible for distributing appropriate daily, weekly and monthly reports to the State, counties and FNS. The distribution of the reports shall be in an electronic format, but the method for distribution of reports will be negotiated between the State and Contractor during system design/development activities. Reports provided by the contractor in an electronic format shall use ANSI standard carriage control.

The Contractor shall provide to each county a daily transaction history file of all transactions resulting in account activity for reconciliation, audit, and investigative purposes. Also, the Contractor shall produce a monthly statewide transaction history file for submission to the State. File contents will be defined and agreed to by the Contractor and State during System Design. The file structure will be produced in a standardized format that will allow the State and counties to manipulate data with ad hoc tools.

General categories of State reports have been identified and are described below. Specific data elements and formats for required reports, and frequency and schedule for reports, and report recipients shall be defined during the design phase. Additional reports may be identified and required at that time. All proposed reports shall be submitted to the State for review and approval during the Design Phase.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.13.1 Project Management Reports

Project Management reporting requirements are described in Section 5.12 of this ITP, Project Management Standards and Practices, and Section 4 of the Contract, Project Management.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.2 Financial Audit Reports

Financial audit reports are those reports needed by the State in order to account, reconcile and balance, and audit the EBT system processing and operations.

6.13.2.1 Account Activity Reports

The Contractor shall provide daily account activity reports reflecting all account actions received from the State and/or counties via batch and/or on-line during an EBT processing day, or taken on behalf of the State by the EBT Contractor (i.e., account expungements or food stamp conversions). The reports shall provide detail on every transaction that impacts an EBT account balance or account status. The reports shall show the amount of the transaction (i.e., account action), type of transaction, date and time of transaction, and who originated the transaction (batch or on-line). The report shall break by local office with roll-ups to the county and State levels.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.2.2 Terminal Activity Reports

The Contractor shall provide daily terminal activity reports that show all transactions that will result in funds being moved (i.e., settled) to a retailer, third party processor, or ATM network. The report shall list at a minimum the transaction type, amount, transaction date and type, settlement date, merchant and terminal identifier, and benefits impacted. The report shall provide settlement totals for each entity for which funds will be moved, as well as totals, if any, for transactions that will not be settled until the next processing day. Detail on the reports shall be on a county level with a total at the State level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.2.3 Clearing Report

This report shall provide at a summary level, both by individual counties and at a state level, the total funds that are being settled for the processing day by program type (i.e., cash and food stamps), and require funding. This report shall balance to the totals from the terminal activity reports. Report shall be on a county level and rolled up to the State level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.2.4 Database Value Report

This report shall provide at a county level the value of the outstanding liability for unused benefits residing on the EBT system at the end of the processing day. Totals shall be maintained by benefit type, and roll-up to program type. State totals shall be reported by program type. The ending balance for the previous day shall become the beginning balance for the current processing day. The ending balance for the current processing day shall be reconciled by taking into account the beginning balance for the processing day (which is the ending balance from the previous day) and adding or subtracting as appropriate the account activity detailed from both the Terminal Activity and Account Activity Reports.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3 Support Reports

Support reports are those reports used by the counties and/or State to control and account for activity taking place on the EBT system, such as card issuance, but are not specifically used in the financial settlement and reconciliation process.

6.13.3.1 Batch Processing Reports

The Contractor shall propose a standard set of batch processing reports to be used by the Contractor, the counties, and the State to ensure the complete and accurate transfer of data during nightly batch processing. The reports shall include a Summary Report by file transmission that provides a confirmation for the processing of the batch file(s). The Summary Report shall contain summary verification data, including the total number of records received in the batch and the number of records by record type (e.g., number of add, change, and delete records). The report shall contain a summary of the processing of the transmission (i.e., number of records accepted and number of records rejected). Reports shall be on a county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.2 Batch Exception Reports

The Contractor shall provide a batch exception report for all batch files received from the counties. Batch exception reports will contain a listing of all records received within a batch which were not processed by the Contractor. Each record included on the exception report will have a corresponding reason code indicating the cause of the rejection. In particular, duplicate case exceptions shall be clearly identified. Reports shall be on a county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.3 Administrative Terminal Benefit Authorization Report

The Contractor shall provide a report of all benefit authorizations that are added to the EBT system through the administrative terminal functionality. This audit report shall include at a minimum the benefit amount, benefit type, and the User ID of the administrative terminal operator adding the benefit. Report shall be on a local office level and rolled up to the county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.4 Administrative Action Reports

The Contractor shall provide to the counties a daily Administrative Action Report that lists all administrative actions attempted and completed either by the system or users logged onto the EBT system. The Report shall identify who initiated the action, the transaction type and the EBT account affected. Administrative actions include changes to recipient, case, or account data (e.g., recipient name or address), account closure, benefit expungements, and food stamp conversions. Report shall be on a local office level and rolled up to the county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.5 Merchant Voucher Report

The Contractor shall provide a daily report by county of all voice authorizations of food stamp transactions performed by retailers. The Report shall contain at a minimum the merchant name and FNS number, the transaction amount and type, the date and time, the cardholder performing the transactions, and whether the merchant is a traditional or non-traditional merchant. Report shall be on a county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.6 Monthly Out-of-State Activity Reports

The Contractor shall provide a monthly report by county of all recipient transactions occurring outside of the State. Report shall be on a local office level and rolled up to the county level.

Meets Requirement: Yes _____ No _____

Reference Document _____ Pages _____

Description: _____

6.13.3.7 Benefit Aging Reports

The Contractor shall provide to counties a report by program of clients who have not accessed their benefits for the last 45, 60, and 90 days. The report shall provide aging information by account and benefit type. The Contractor shall clearly identify the aging category the EBT program benefit is falling under (i.e., 45, 60, 90 days). The report shall be available by caseworker within local office. Report shall break by caseworker within the local office level and rolled up to the county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.8 Stale Account Reactivation Report

The Contractor shall provide to the counties a daily electronic Stale Account Reactivation Report that identifies the stale accounts reactivated during the previous business day. Report shall be on a local office level, sorted by case number and rolled up to the county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.9 Card Issuance/Re-issuance Reports

The EBT Contractor shall provide audit and statistical reports of cards being issued and/or reissued to clients. Audit reports shall provide detail data by card issued, such as reason for issuance (i.e., initial issuance or replacement for lost/stolen card), and how the card was issued (i.e., over the counter, mail, etc.). Statistical reports shall provide data needed to manage the EBT program, such as the card reissue rate, the reasons for re-issuance, etc. The Contractor should suggest the statistical reports that will best help the State and counties manage the card issuance process. Report shall be on a local office level and rolled up to the county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.10 Returned Cards Report

The Contractor shall provide a report to each county of mailed cards that have been returned. The report will identify the recipient and the date the card was returned in the mail. Report shall be on a local office level and rolled up to the county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.3.11 Transaction Denial Summary Reports

The EBT Contractor shall provide a monthly statistical report by county with a roll-up for the State that provides the number and percentage of client transactions denied, and the reason for the denials (i.e., non-sufficient funds, invalid PIN, etc.)

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.4 Administrative Terminal Security Reports

Administrative Terminal Security Reports are those reports that identify the users of the EBT Administrative Terminal functionality, the access provided these users, as well as an audit trail of the transactions performed by the users.

6.13.4.1 Access Definition Report

The Contractor shall provide to each county a monthly report detailing each authorized administrative terminal user with the ability to access the county EBT data. The report shall also detail the level of access afforded the user through the EBT administrative terminal. Report shall be on a county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.4.2 Failed Logon Report

The Contractor shall provide to each county a daily report of users failing in their attempt to logon to the EBT system. Report shall be on a county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.4.3 User Session Activity Report

The Contractor shall provide an audit report by User ID of all actions taken by the user on the EBT system from the EBT administrative terminal. Report shall be on a county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.5 Fraud Reports

The Contractor shall provide a set of fraud reports that will help the State and counties detect fraud and manage fraud investigation activities for all benefit programs included in the EBT system. During the Design Phase the Contractor shall work with State and county investigators on the design, parameters, sort criteria, and production schedule for these reports. In addition to the reports identified below, the Bidder shall recommend other fraud reports that it anticipates the State and/or counties would find valuable.

At a minimum, the Contractor shall provide reports on

- Excessive large dollar Food Stamp transactions
- Multiple transactions in same day
- Transactions with common dollar amounts
- Transaction combination (e.g., balance inquiry/purchase)
- Manual card entry
- Rapid and/or repeated transaction count
- Excessive number of manual vouchers
- Transactions against invalid cards
- Excessive number of card replacements per account
- Redemption of entire benefit in one transaction

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.6 Statistical Reports

Statistical Reports are those reports that assist with the management of the EBT system. The Contractor shall also suggest, in addition to the reports detailed below, other statistical reports that will help with the management of the EBT system.

6.13.6.1 Monthly Utilization Reports

The Contractor shall provide to each county a report detailing the number and type of transactions performed from each EBT only terminal provided to food stamp retailers. Report shall be at the county level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.6.2 Network Statistics Report

The Contractor shall provide a monthly report providing a summary of transactions by time of day and day of month. The purpose of the report is to show the peak processing time for the EBT system. Report shall be at the State level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.6.3 Management Statistics Report

The Contractor shall provide a monthly summary report of transaction activity on the EBT system at a county and state level. Statistics provided should include at a minimum benefits authorized for the previous month, transactions performed by transaction type (i.e., food stamp purchases, cash purchases, cash withdrawals), the number of active cases on the system, number of active cards on the system, and the number of cards issued during the month. Report shall be at the county level and rolled up to the State level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.6.4 Interoperability Statistics Report

The Contractor shall provide a monthly report of interoperable transactions (as defined in Sections 6.6.3.1 and 6.6.3.2) for the State to use to obtain federal reimbursement of Food Stamp interoperability costs consistent with FNS regulations. The report shall include the number of interoperable transactions by program, cost for such transactions, and other information as may be required by FNS for reimbursement.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.7 System Performance Reports

The EBT system shall meet or exceed the standards, requirements and definitions specified in 7 CFR 274.12, et seq., and specified in this ITP. System performance encompasses the transaction processing platform, as well as the ARU and CSC. The Contractor shall provide reports to the State and counties detailing the performance of the EBT system. Report shall be at the State level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.7.1 EBT System Processing Performance

The Contractor shall provide to the State and each county processing reports that detail the performance of the EBT system (including acquirers and third party processors) over the last month. Specifically the reports shall detail the performance of the system as against the following processing requirements:

- EBT transaction processing platform shall be available 99.9 % of scheduled up-time.
- The host computer shall permit no more than two (2) inaccurate transactions per 10,000 transactions processed.
- Benefit authorizations to EBT accounts and ACH settlement shall occur accurately and on schedule 100% of the time.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.7.2 Customer Service Performance Reports

The Contractor shall ensure that the recipient and retailer customer service lines meet required performance standards on a monthly basis. The Contractor shall provide a monthly statistical report of the performance for each customer service performance standard defined in Section 6.11.4 (rings before answer, time on hold, dropped calls, busy signals). For each performance standard the monthly report shall document a monthly average (based upon the total number of minutes in the month). This monthly average shall be the basis for determining Contractor's compliance with the performance standards. The monthly report shall also provide a daily performance average (for each calendar day in the month), and an hourly performance average for the first ten days of the month. Reports shall be at the State level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.8 Customer Service Reports

The Contractor shall report on the effectiveness of the customer service functions for both the recipient customer service and retailer customer service. Statistics for both the ARU and CSRs shall be reported. The EBT Contractor shall deliver the following reports:

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.8.1 Monthly Recipient Help Desk Statistics

This monthly report shall provide summary of the number of calls received on the recipient

hotline by reason (hotcard, balance inquiry, transaction history, etc.) for both ARU and CSR. The Contractor shall also report on the number of dispute calls, the reasons for disputes, resolution, and the length of time for resolution. Statistics regarding language selected for both ARU and CSR shall be provided. Report shall be at the State level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.13.8.2 Monthly Retailer Help Desk Statistics

This monthly report shall provide summary of the number of calls received on the retailer hotline by reason (food stamp voice authorization, terminal problems, settlement questions, etc.) for both ARU and CSR. Statistics regarding retailer help tickets, including number of tickets opened, tickets closed, and reason for ticket, shall be provided. Report shall be at the State level.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.14 Program Integrity

6.14.1 FNS ALERT Requirements

The Contractor shall meet FNS Alert Requirements described in Appendix G. The Contractor shall interface with the FNS Anti-Fraud Locator using EBT Retailer Transactions (ALERT) system, and shall provide monthly FSP redemption data in the file format specified by FNS.

Bidder understands and will comply: Yes _____ No _____

Description (if any): _____

6.14.2 Investigative Support

The Contractor shall support the requirements of Federal, State, and county agencies responsible for ensuring the integrity and proper use of benefits to be distributed by the EBT system by advising and assisting in the detection and investigation of misuse by retailers, recipients, State/county employees, or Contractor's staff. The Contractor shall cooperate with Federal, State and county agencies in these investigations by providing the following assistance to investigators:

- Assist, if needed, in the retrieval of manual vouchers for investigation purposes
- Provide access to original and summary documentation reflecting benefit and redemption activity